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2642

Attorney Docket No. P19115

In re application of: **Robert R. BUSHEY et al.**

**Mail Stop Amendment**  
Group Art Unit: 2642

Application No. : 09/578,723

Filed : May 26, 2000

Examiner: W.J. Deane, Jr.

For : **METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER=S GOALS  
AND BEHAVIORS WITHIN A CUSTOMER SERVICE CENTER  
ENVIRONMENT**

**Mail Stop Amendment**

Commissioner for Patents  
U.S. Patent and Trademark Office  
Customer Service Window, Mail Stop Amendment  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Sir:

Transmitted herewith is a **Reply under 37 C.F.R. 1.111** in the above-captioned application.

☐ Small Entity Status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a previously filed statement.

☐ A verified statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.

☐ A Request for Extension of Time.

☒ No additional fee is required.

The fee has been calculated as shown below:

| Claims After Amendment              | No. Claims Previously Paid For | Present Extra | Small Entity |     | Other Than A Small Entity |        |
|-------------------------------------|--------------------------------|---------------|--------------|-----|---------------------------|--------|
|                                     |                                |               | Rate         | Fee | Rate                      | Fee    |
| Total Claims: 15                    | *24                            | 0             | x25=         | \$  | x 50=                     | \$0.00 |
| Indep. Claims: 3                    | **5                            | 0             | x100=        | \$  | x200=                     | \$0.00 |
| Multiple Dependent Claims Presented |                                |               | +180=        | \$  | +360=                     | \$0.00 |
| Extension Fees for ____ Month(s)    |                                |               |              | \$  |                           | \$0.00 |
| Total:                              |                                |               |              | \$  | Total:                    | \$0.00 |

\* If less than 20, write 20

\*\* If less than 3, write 3

☐ Please charge my Deposit Account No. 19-0089 in the amount of \$ \_\_\_\_.

☐ A check in the amount of \$ \_\_\_\_ to cover the filing/extension fee is included.

☒ The U.S. Patent and Trademark Office is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

☒ Any additional filing fees required under 37 C.F.R. 1.16.

☒ Any patent application processing fees under 37 C.F.R. 1.17, including any required extension of time fees in any concurrent or future reply requiring a petition for extension of time for its timely submission (37 C.F.R. 1.136(a)(3)).

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